

COMPLAINTS NOTICE – ESTONIA

Any complaint should be addressed to:

Head of Complaints Management
Lloyd's Insurance Company S.A.
Bastion Tower
Marsveldplein 5
1050 Brussels
Belgium

Tel: +32 (0)2 227 39 40

E-mail: LloydsEurope.Complaints@lloyds.com

Your complaint will be acknowledged, in writing, within 5 (five) business days of the complaint being made.

A decision on your complaint will be provided to you, in writing, within 15 (fifteen) calendar days of the complaint being made.

Should you remain dissatisfied with the final response or if you have not received a final response within 15 (fifteen) calendar days of the complaint being made, you may be eligible to refer your complaint to the EU Consumer Center.

The contact details are as follows:

Endla 10a
10122 – Tallinn
Estonia

Tel: +372 620 1707

E-mail: consumer@consumer.ee

Website: <https://consumer.ee/>

A complainant may also contact the EFSA for independent advice and explanations if the insurer is unable to resolve the problem or the complainant feels it did not get sufficient explanation. In general, the contact details for the EFSA are:

Finantsinspektsioon
Sakala 4
15030 – Tallinn
Estonia

Tel: +372 668 0500

Fax: +372 668 0501

E-mail: info@ttjafi.ee

Website: <https://www.fi.ee/en/consumer/when-should-i-contact-finantsinspektsioon>

The complaints handling arrangements above are without prejudice to your right to commence a legal action or an alternative dispute resolution proceeding in accordance with your contractual rights.

LBS0053D
01/04/2025